

JAMES M. AVERY  
Direct Dial: 617/856-8112  
E-Mail: [javery@brownrudnick.com](mailto:javery@brownrudnick.com)

May 19, 2005

**HAND DELIVER**

Mary L. Cottrell, Secretary  
Department of Telecommunications and Energy  
One South Station  
Boston, Massachusetts 02110

Re: Service Quality Standards - D.T.E. 05-13

Dear Secretary Cottrell:

Enclosed please find a copy of the responses of The Berkshire Gas Company to the First Set of Information Requests of the Department of Telecommunications and Energy for filing in the above-referenced proceeding. These responses are also being submitted electronically.

Please call me if you require further assistance with respect to this matter.

Thank you for your consideration.

Very truly yours,

BROWN RUDNICK BERLACK ISRAELS LLP

By:   
James M. Avery

JMA/cdw  
Enclosure

cc: Jody Stiefel, Esq., Hearing Officer (w/3 enc via hand delivery)  
Colleen McConnell, Esq., Assistant Attorney General (w/enc via hand delivery)  
Karen L. Zink, President, COO and Treasurer (w/enc)  
Richard E. Nasman, Director of Operations (w/enc)

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**Department of Telecommunications and Energy  
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY  
DTE 05-13**

**Witness:** Richard E. Nasman  
**Date:** May 19, 2005

**Question**  
**DTE 1-1:** Please confirm whether the On-Cycle Meter Reads data provided includes all firm accounts.

**Response:** All On-Cycle Meter Reads data includes all firm accounts.

**Department of Telecommunications and Energy  
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY  
DTE 05-13**

**Witness:** Richard E. Nasman  
**Date:** May 19, 2005

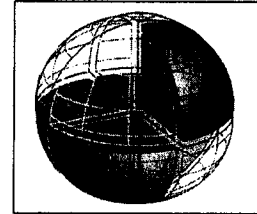
**Question**

**DTE 1-2:** With respect to the two customer surveys, please indicate the questions posed and the responses to each question. Also, indicate whether any of the survey questions or survey methodology/scoring has changed since the 2003 survey.

**Response:** Attached please find: Attachment DTE 1-2(a) that includes the questions asked in the surveys; and Attachment DTE 1-2(b) that includes the results from these surveys.

The survey questions and survey scoring remain unchanged from the 2003 survey. The Company employed a different independent survey firm, the Center for Research and Public Policy.

THE CENTER  
FOR RESEARCH



**BERKSHIRE GAS  
RESIDENTIAL SATISFACTION SURVEY  
DECEMBER 2004**

& PUBLIC POLICY

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Researcher:	Date:
Time start:	CB:
Time end:	Supervisor:

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Hello, my name is \_\_\_\_\_. I am a research assistant at The Center for Research and Public Policy. We are talking to people in your area about a number of issues related to utilities and utility service. Your participation is very important. This is not a sales call.

- A. Are you one of the heads of your household and eighteen years of age or older?
- 01 Yes (**Continue**)
  - 02 No (**Thank and ask for qualified respondent**)
  - 03 DK/Unsure (**Thank and ask for qualified respondent**)
- 

1. What is the name of the company that supplies natural gas to your home?
- 01 Berkshire Gas (**Continue**)
  - 02 Don't use natural gas (**Thank and Terminate**)
  - 03 Other (**Thank and Terminate**)
  - 04 DK/Unsure (**Thank and Terminate**)

2. Using a scale of one to seven where one is very dissatisfied and seven is very satisfied, how satisfied are you with the service you are receiving from your natural gas company, Berkshire Gas?

Not at all Satisfied						Very Satisfied	Don't Know
1	2	3	4	5	6	7	8

I'd like to finish by asking you a few questions for statistical purposes only.

3. Gender **(BY OBSERVATION)**

- 01 Male
- 02 Female

4. Approximately what is the dollar amount of your average monthly natural gas bill?

- 01 \$ \_\_\_\_\_
- 77 DK/Unsure
- 99 Refused

5. Do you own or rent your current residence?

- 01 Own
- 02 Rent
- 03 Other
- 04 DK/Unsure
- 05 RF

6. Which of the following best describes the type of house or apartment you live in?

- 01 Single-family house
- 02 Two to four family house
- 03 Apartment building
- 04 Condo
- 05 Other
- 06 DK/Unsure
- 07 RF

7. What was the last grade you completed in school?

- 01 Some grade school (1-8)
- 02 Some high school (9-11)
- 03 Graduated high school
- 04 Some college/technical school
- 05 Graduated college
- 06 Graduate/Professional school
- 07 DK/Unsure
- 08 RF

8. Which of the following age categories includes your own age? Are you...

- 01 18-25
- 02 26-35
- 03 36-45
- 04 46-55
- 05 56-65
- 06 Over 65
- 07 RF

9. In which of the following categories is the total annual income of this entire household – of everyone living in this house?

- 01     Less than \$20,000
- 02     \$20,000 to \$39,999
- 03     \$40,000 to \$74,999
- 04     \$75,000 and over
- 05     DK/Unsure
- 06     RF

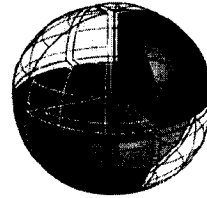
10. What is your zip code?

\_\_\_\_\_

Those are all the questions I have. On behalf of Berkshire Gas, I want to thank you for your time and thoughtfulness. Your responses will help Berkshire Gas in their efforts to improve their service.

THE CENTER  
FOR RESEARCH

**BERKSHIRE GAS  
TRANSACTION SURVEY  
DECEMBER 2004**



& PUBLIC POLICY

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Researcher:

Date:

Time start:

CB:

Time end:

Supervisor:

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Hello, my name is \_\_\_\_\_. I am a research assistant at The Center for Research and Public Policy. We are talking to people in your area about a number of issues related to utilities and utility service. Your participation is very important. This is not a sales call.

A. Our records indicate a member of your household contacted your gas company recently with a request or inquiry, are you the person who contacted your gas company?

- 01 Yes (**Continue**)
  - 02 No (**Ask for qualified respondent**)
  - 03 No one called (**Thank and terminate**)
- 

1. I'd like to ask you a few questions about the last time you called Berkshire Gas. Please tell me the reason you contacted the company?

- 01 Didn't receive a bill
- 02 High bill/wrong bill
- 03 Explanation of charges on bill
- 04 Other billing issues
- 05 Payment arrangements
- 06 Credit/collection problems
- 07 Power outage/problem with service quality
- 08 Wire/line or other service problem
- 09 Street lights
- 10 New account
- 11 Moved
- 12 Change/update account information
- 13 No hot water
- 14 Problem with heating system
- 15 Smelled gas

- 16 Gas pilot is out
- 17 Inquiry about services
- 18 Meter work
- 19 Other: \_\_\_\_\_
- 20 Don't know/don't remember

Next I'd like to ask you a few questions about the customer service you receive when you call the Berkshire Gas call center with a request or inquiry.

2. Thinking about the last time you called Berkshire Gas with a request or an inquiry, using a scale of one to seven where **one means very dissatisfied** and **seven means very satisfied**, how satisfied were you with the service you received from the customer call center of Berkshire Gas?

Not at all Satisfied						Very Satisfied		Don't Know
1	2	3	4	5	6	7	8	

I'd like to finish by asking you a few questions for statistical purposes only.

3. Gender **(BY OBSERVATION)**

- 01 Male
- 02 Female

4. Approximately what is the dollar amount of your average monthly natural gas bill?

- 01 \$ \_\_\_\_\_
- 77 DK/Unsure
- 99 Refused

5. Do you own or rent your current residence?

- 01 Own
- 02 Rent
- 03 Other
- 04 DK/Unsure
- 05 RF

6. Which of the following best describes the type of house or apartment you live in?

- 01 Single-family house
- 02 Two to four family house
- 03 Apartment building
- 04 Condo
- 05 Other
- 06 DK/Unsure
- 07 RF

7. What was the last grade you completed in school?

- 01 Some grade school (1-8)
- 02 Some high school (9-11)
- 03 Graduated high school
- 04 Some college/technical school
- 05 Graduated college
- 06 Graduate/Professional school
- 07 DK/Unsure
- 08 RF

8. Which of the following age categories includes your own age? Are you...

- 01 18-25
- 02 26-35
- 03 36-45
- 04 46-55
- 05 56-65
- 06 Over 65
- 07 RF

9. In which of the following categories is the total annual income of this entire household – of everyone living in this house?

- 01 Less than \$20,000
- 02 \$20,000 to \$39,999
- 03 \$40,000 to \$74,999
- 04 \$75,000 and over
- 05 DK/Unsure
- 06 RF

10. What is your zip code?

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Those are all the questions I have. On behalf of Berkshire Gas, I want to thank you for your time and thoughtfulness. Your responses will help Berkshire Gas in their efforts to improve their service.

## SUMMARY OF FINDINGS

Readers are reminded this section summarizes the statistics collected from a survey used to interview residential customers of Berkshire Gas. All 401 respondents did confirm Berkshire Gas is the company that supplies natural gas to their home.

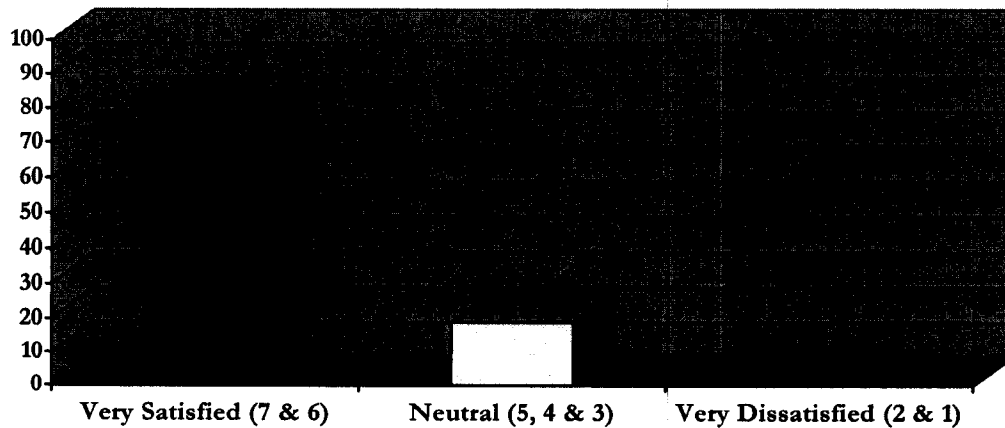
### RESIDENTIAL SATISFACTION SURVEY

All respondents were asked to rate their satisfaction with the service they are currently receiving from their natural gas company, Berkshire Gas. Respondents were asked by researchers to rate Berkshire Gas by using a scale of one to seven where one meant the respondent was very dissatisfied and seven meant the respondent was very satisfied with service provided by Berkshire Gas.

As presented in the table below, more than three quarters of all respondents, 76.8%, provided Berkshire Gas with a positive rating of "6" or "7" on the seven point scale.

<i>How Satisfied are you with service received from Berkshire Gas? (1 = Very Dissatisfied and 7 = Very Satisfied)</i>	<i>2004 Composite (N=401)</i>
Very Satisfied – 7	60.6%
6	16.2
5	11.0
4	7.0
3	1.2
2	0.2
Very Dissatisfied – 1	1.7
<b>Total Satisfied (7 &amp; 6)</b>	<b>76.8</b>
<b>Total Neutral (5, 4 &amp; 3)</b>	<b>19.2</b>
<b>Total Dissatisfied (2 &amp; 1)</b>	<b>1.9</b>
<b>Total Don't know/Unsure</b>	<b>2.0</b>

Satisfaction with service received from Berkshire Gas?



## RESIDENTIAL DEMOGRAPHICS

Less than \$40.00 per month		12.0%
\$40.01 to less than \$75.00 per month		12.4
\$75.01 to less than \$100.00		12.7
\$100.01 to less than \$125.00		5.8
\$125.01 to less than \$150.00		8.7
\$150.01 or more		18.7
Don't know/Unsure		27.9
Refused		1.7

Own		77.1%
Rent		22.2
Refused/Other		0.7

Single Family		63.6%
Multiple Family		20.9
Apartment		10.2
Condo		2.2
Other		2.5
Refused		0.5

Some grade School		1.5%
Some High School		5.2
High School Graduate or GED		26.9
Some college		16.7
College graduate		27.4
Post-graduate work or professional degree		14.2
Refused		8.0

18 to 25		3.0%
26 to 35		8.2
36 to 45		17.7
46 to 55		21.4
56 to 65		17.5
66 or older		25.7
Refused		6.5

<i>Income</i>		
Less than \$20,000		14.0%
\$20,000 to less than \$39,999		15.7
\$40,000 to less than \$74,999		17.0
\$75,000 or more		11.5
Don't know/Unsure		3.0
Refused		38.9

Male		48.6%
Female		51.4

Readers are reminded this section summarizes the statistics collected from a survey used to interview customers having had recent contact with Berkshire Gas. All 401 respondents did confirm having contact with Berkshire Gas recently with a request or inquiry.

### **RESIDENTIAL TRANSACTION SURVEY**

Initially, all transaction respondents were asked by researchers to indicate the reason for their recent contact with Berkshire Gas.

The table below presents each of the reasons along with frequency of mention.

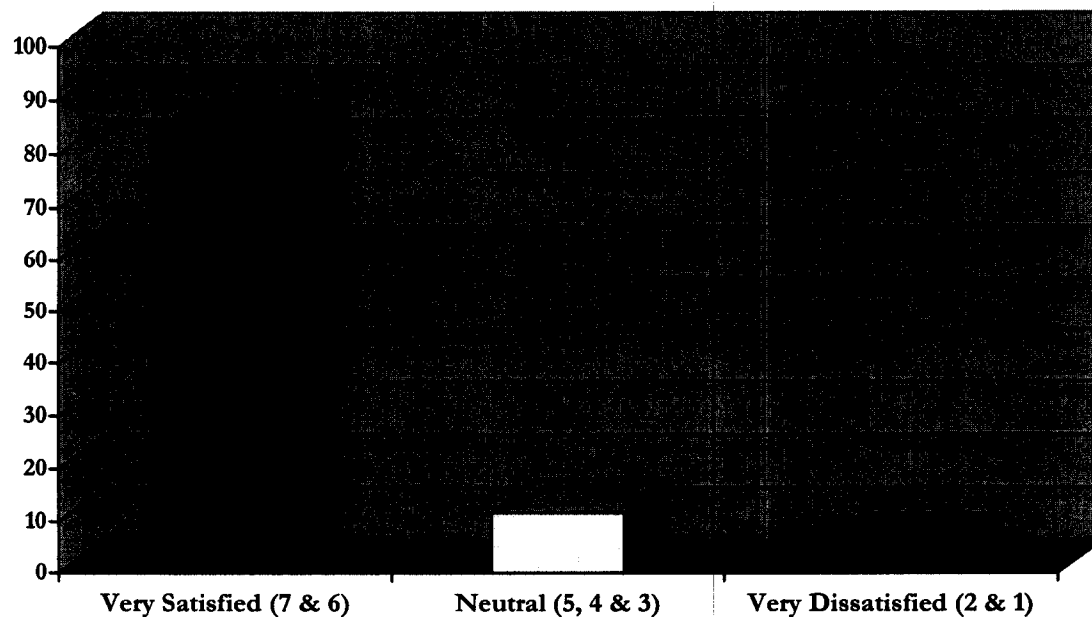
<b><i>Reason for recent contact?</i></b>	<b><i>2004 Composite (N=401)</i></b>
Payment arrangements	20.7%
Other billing issues	10.2
High bill/wrong bill	9.7
Don't know/Unsure	9.5
New account	7.0
Problem with heating system	4.7
Change/update account information	4.2
Moved	4.0
Meter work	4.0
Inquiry about services	3.5
Explanation of charges	3.2
Smelled gas	2.2
Didn't receive a bill	1.7
Hot water heater service/replacement	1.7
Request energy audit	1.5
Credit/collections	1.2
Wire/line or other problem	1.0
No hot water	1.0
Turn off service/transfer	1.0
Power outage/problem	0.7
Gas pilot was out	0.7
Inquiry about insulation	0.7
Gas stove installed	0.7
System inspection	0.7
Fuel assistance	0.7
Street lights	0.5
Report a payment	0.5
Dig safe	0.5
Checking for leaks	0.2
Get discounted disabled rate	0.2
Conversion from oil to gas	0.2
Payment locations	0.2
Hot water adjustment	0.2
Gas furnace rebates	0.2
Clean furnace	0.2

All transaction respondents were asked to rate their satisfaction with the service they are currently receiving from their natural gas company, Berkshire Gas. Respondents were asked by researchers to rate Berkshire Gas by using a scale of one to seven where one meant the respondent was very dissatisfied and seven meant the respondent was very satisfied with service provided by Berkshire Gas.

As presented in the table below, more than three quarters of all respondents, 81.6%, provided Berkshire Gas with a positive rating of "6" or "7" on the seven point scale.

<i>How Satisfied are you with service received from Berkshire Gas? (1 = Very Dissatisfied and 7 = Very Satisfied)</i>	<i>2004 Composite (N=401)</i>
Very Satisfied – 7	66.6%
6	15.0
5	7.5
4	2.5
3	1.7
2	1.0
Very Dissatisfied – 1	4.0
<b>Total Satisfied (7 &amp; 6)</b>	<b>81.6</b>
<b>Total Neutral (5, 4 &amp; 3)</b>	<b>11.7</b>
<b>Total Dissatisfied (2 &amp; 1)</b>	<b>5.0</b>
<b>Total Don't know/Unsure</b>	<b>1.7</b>

Satisfaction with service received from Berkshire Gas?



## RESIDENTIAL TRANSACTION DEMOGRAPHICS

<i>Average natural gas monthly bill</i>	<i>2004</i>
Less than \$40.00 per month	7.2%
\$40.01 to less than \$75.00 per month	9.8
\$75.01 to less than \$100.00	12.5
\$100.01 to less than \$125.00	7.9
\$125.01 to less than \$150.00	10.8
\$150.01 or more	24.9
Don't know/Unsure	25.4
Refused	1.5

<i>Rent or own</i>	<i>2004</i>
Own	64.1%
Rent	35.4
Refused/Other	0.5

<i>Dwelling Type</i>	<i>2004</i>
Single Family	54.6%
Multiple Family	24.9
Apartment	12.0
Condo	3.2
Other	4.2
Refused	1.0

<i>Education</i>	<i>2004</i>
Some grade School	1.5%
Some High School	6.5
High School Graduate or GED	33.2
Some college	19.0
College graduate	23.9
Post-graduate work or professional degree	11.7
Refused	4.2

Age		
18 to 25		5.5%
26 to 35		14.2
36 to 45		22.7
46 to 55		21.7
56 to 65		11.2
66 or older		20.7
Refused		4.0

Income		
Less than \$20,000		17.2%
\$20,000 to less than \$39,999		15.5
\$40,000 to less than \$74,999		17.0
\$75,000 or more		7.2
Don't know/Unsure		3.0
Refused		40.1

Gender		
Male		49.1%
Female		50.9

**Department of Telecommunications and Energy  
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY  
DTE 05-13**

**Witness:** Richard E. Nasman  
**Date:** May 19, 2005

**Question**

**DTE 1-3:** Please indicate the mean and standard deviation associated with response to odor calls for calendar years 2001 – 2004.

**Response:** Please refer to the following table:

**RESPONSE TO ODOR CALLS**

<b>Year</b>	<b>% less than 60 min.</b>
2001	99.75
2002	99.93
2003	99.80
2004	99.67
Mean	99.79
Std. Dev.	0.11

Given the Company's consistently strong performance, a change in performance for essentially one call out of in excess of 1,500 per year (1,511 total calls in 2004) would equate to the standard deviation.